ILL Best Practices: Streamlining & Greening

Tina Baich, IUPUI University Library
Christine A. Baker, Tippecanoe County Public Library
Karen Walker, Clinton Public Library

Streamlining at an Indiana Share Library

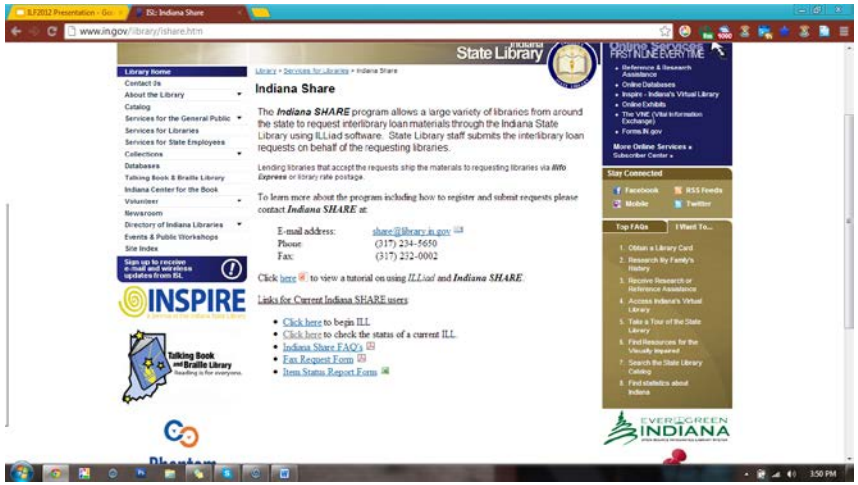
Christine A. Baker, Tippecanoe County Public Library

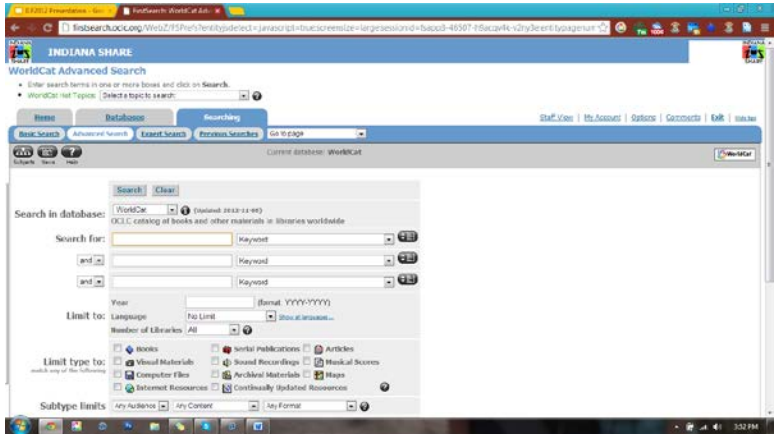
Indiana Share

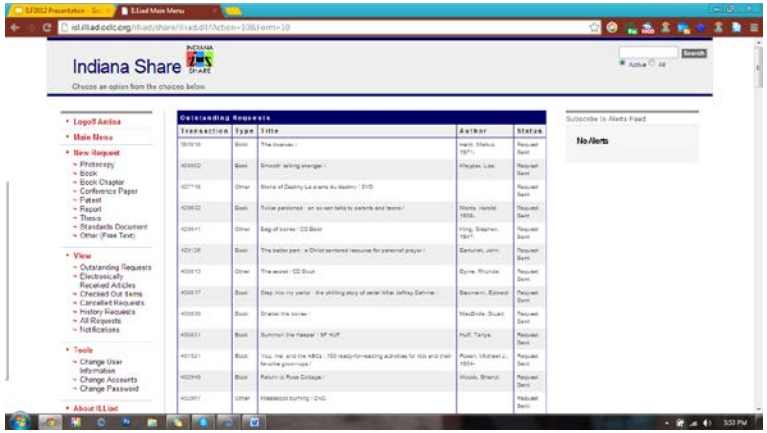
The Indiana Share program allows a large variety of libraries from around the state to request interlibrary loan materials through the Indiana State Library using ILLiad software. State Library staff submits the interlibrary loan requests on behalf of the requesting libraries.

INShare website: http://www.in.gov/library/ishare.htm

IN-Share itself is all electronic







Tips on Tracking and Processing your ILLs

Before:

1. paper patron initiated renewal and status requests
2. print out of temporary bibliographic Sirsi record
3. all Received and Returned ILLs processed on one cart
4. paperwork separated by material type
5. hold slips handwritten
6. items manually checked on daily basis for past holds
7. statistics tracked on paper
8. three to four people "attempting" to work at the same time

After the Revamp

Paperwork:

1. make sure request fits parameters before printing (G & S)
2. print off email at 80% so that it fits on half a sheet of 8"x10" paper (G & S)
3. find via Share account & request, write on request the day & TN (S)
4. cut paper in half and put discard in scrap to be cut for patron use (G)
5. interfile requests alphabetical order by title in Pending Folder (S)
6. when item comes in, Lender paperwork is paperclipped to our info (G)
7. Bin & folder system: (S)
    a. Pending folder
    b. Receives folder
    c. Bin of processed ILLs
    d. Red Returned Folder
    e. Yellow Returned Folder

Processing Received Items:

Receives Cart

Shelf 1: unprocessed items

1. locate matching paper from bin
2. on paper Date Received, Lender, ILL #, Lender DD, TCPL DD
3. band with orange ILL slip & write due date on it
    a. wrap made of InfoExpress label scraps
4. create temp bibliographic record
5. create patron and ILL hold
6. place on Shelf 2

Shelf 2: processed items that are ready to be trapped

1. trap holds at Circ desk which prints Hold Slip
2. place on Holds cart for Circ clerks to interfile with regular holds

Processing Returned Items:

Returned Cart

Shelf 1: unprocessed returned items

1. pull paperwork from bin
2. stamp with date, this becomes returned date
3. delete bibliographic record from system
4. keep any Lender paperwork with item
5. place item on Shelf 2 or 3

Shelf 2: In State Returns aka returning via InfoExpress

1. group same libraries together
2. each returning stack gets a Thank You Note

Shelf 3: Out of State Returns aka returning via USPS

1. packaging was saved during processing
2. repackage in Lender packaging
2. attach our return label

Statistics Received

ILF2012 Presentation - Go | 2012 ill stats

https://docs.google.com/spreadsheet/ccc?key=0AtWrOtgOWz2adDN2MDBoNDJPdTItMWFVNjhRTC1NOUE&pli=1#gid=0

2012 ill stats

File Edit View Insert Format Data Tools Help All changes saved in Drive

Comments Share

In State Received to TCPL - 2012

	January	February	March	Apil	May	June	July	August	September	October	November	December
1	0	7	0	0	0	0	0	10	0	5		
2	0	0	0	32	2	0	6	0	0	0		
3	0	0	0	0	0	0	0	0	0	10		
4	7	0	0	15	0	11	0	0	0	0		
5	0	0	22	0	0	0	0	0	21	0		
6	4	18	0	0	0	3	0	9	0	0		
7	0	0	17	0	10	0	0	0	0	0		
8	0	20	0	0	0	0	0	7	0	0		
9	0	0	0	17	5	0	27	0	0	0		
10	0	0	0	0	0	0	0	0	7	16		
11	1	0	0	9	0	14	7	0	0	0		
12	0	0	20	0	0	0	0	0	29	22		
13	0	19	0	0	0	5	0	14	0	0		
14	0	0	17	0	8	0	0	0	0	0		
15	0	10	0	0	0	0	0	11	0	2		
16	6	0	0	17	12	0	22	0	0	0		
17	0	0	0	0	0	0	0	0	23	7		
18	3	0	0	10	0	13	7	0	0	0		
19	0	0	14	0	0	0	0	0	17	0		
20	0	23	0	0	0	8	0	8	0	0		
21	0	0	10	0	22	0	0	0	0	0		
22	0	28	0	0	0	0	0	10	0	14		
23	14	0	0	12	7	0	20	0	0	0		
24	0	0	0	0	0	0	0	0	14	12		
25	20	0	0	3	0	14	4	0	0	0		
26	0	0	12	0	0	0	0	0	27	0		
27	0	9	0	0	0	9	0	13	0	0		
28	0	0	10	0	0	0	0	0	0	0		
29	0	9	0	0	0	0	0	9	0	19		
30	16	0	0	16	15	0	18	0	0	0		
31	0	0	0	0	0	0	0	0	0	10		
Total	71	143	122	131	81	77	111	91	138	117	0	0

Total January:	92
Total February:	161
Total March:	149
Total April:	164
Total May:	100
Total June:	97
Total July:	136
Total August:	124
Total September:	163
Total October:	146
Total November:	0
Total December:	0
2012 Received:	**1332**

Receives | Submissions | Past Hold | 2012 Stats | Archive Stats

ILF2012 Presentation - Go | 2012 ill stats

https://docs.google.com/spreadsheet/ccc?key=0AtWrOtgOWz2adDN2MDBoNDJPdTItMWFVNjhRTC1NOUE&pli=1#gid=0

2012 ill stats

File Edit View Insert Format Data Tools Help All changes saved in Drive

Comments Share

Out of State Received to TCPL - 2012

	January	February	March	Apil	May	June	July	August	September	October	November	December
1	0	2	0	0	2	0	0	0	0	3		
2	0	0	4	0	0	0	2	0	0	0		
3	0	0	0	5	0	0	0	0	0	1		
4	2	2	0	0	0	3	0	0	1	0		
5	0	0	2	0	0	0	0	0	0	0		
6	0	0	3	4	0	0	0	5	1	0		
7	0	0	1	0	1	0	1	0	0	0		
8	0	1	0	0	0	0	0	1	0	2		
9	3	0	1	1	2	1	0	0	0	2		
10	2	1	0	0	0	0	3	0	2	0		
11	1	0	3	2	0	5	0	0	0	0		
12	0	0	0	0	2	0	0	0	0	3		
13	2	3	0	0	0	0	4	5	0	0		
14	0	0	0	2	4	0	0	0	0	0		
15	0	0	0	0	0	0	0	5	5	2		
16	0	0	4	2	0	0	0	0	0	3		
17	0	0	1	3	0	0	0	0	2	1		
18	3	4	0	0	0	3	5	3	5	0		
19	0	0	1	0	0	0	0	0	0	1		
20	2	0	0	0	3	2	1	0	0	0		
21	1	0	0	0	0	0	0	2	1	0		
22	0	0	0	0	0	0	0	2	0	4		
23	1	0	1	1	1	0	0	0	0	0		
24	0	2	0	0	0	0	5	1	2	0		
25	0	0	0	4	1	2	0	0	0	0		
26	0	0	3	0	2	3	0	0	1	0		
27	4	2	0	2	0	0	0	0	0	3		
28	0	0	3	0	0	0	0	0	4	0		
29	0	1	0	0	0	1	0	8	1	1		
30	0	0	0	7	1	0	4	0	0	3		
31	0	0	0	0	0	0	0	1	0	0		
Total	21	18	27	33	19	20	25	33	25	29	0	0

Postage - November 2012

	$2.35	$2.75	$3.15	Other Postage
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
Total	$0.00	$0.00	$0.00	$0.00
Total Postage:			$0.00	

Receives | Submissions | Past Hold | 2012 Stats | Archive Stats | Out of State Received t

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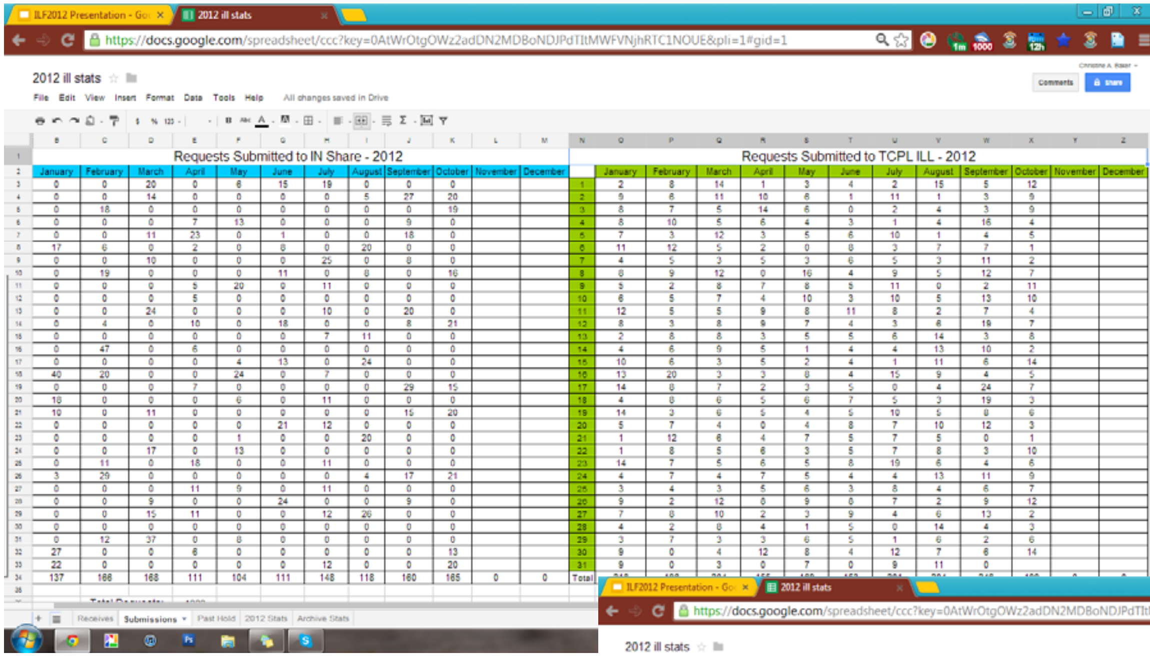
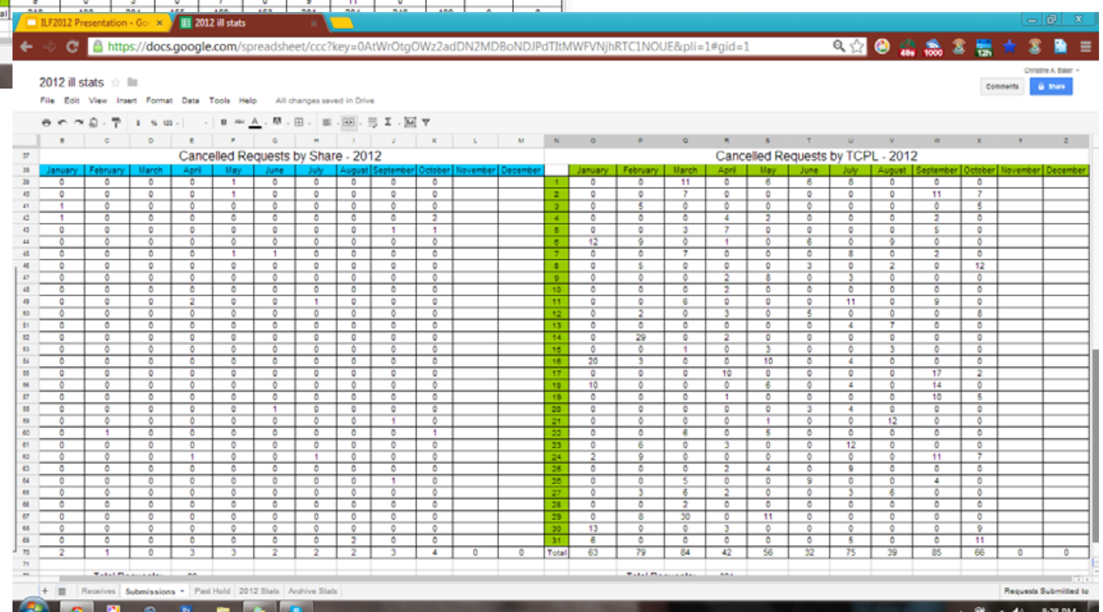
Statistics Requests





Statistics Past Hold

ILF2012 Presentation - Go | 2012 ill stats

https://docs.google.com/spreadsheet/ccc?key=0AtWrOtgOWz2adDN2MDBoNDJPdTItMWFVNjhRTC1NOUE&pli=1#gid=2

2012 ill stats

File Edit View Insert Format Data Tools Help All changes saved in Drive

Total Past Hold Date - 2011

	Jaunuary	February	March	April	May	June	July	August	Septembe	October	November	December
1	0	1	2	0	0	1	0	2	0	0		
2	0	0	0	0	0	0	1	1	0	1		
3	1	1	0	0	1	0	0	0	0	4		
4	0	0	0	0	0	0	0	0	0	0		
5	0	0	0	2	0	0	0	0	0	0		
6	2	2	0	1	0	0	0	0	1	2		
7	0	0	0	0	0	1	0	0	0	0		
8	0	0	0	0	0	0	1	2	0	0		
9	4	0	0	0	4	0	0	0	0	1		
10	0	0	0	0	0	0	0	0	0	0		
11	1	0	1	3	0	1	0	0	0	2		
12	0	0	0	1	0	0	0	0	0	0		
13	1	1	2	0	0	0	0	0	2	0		
14	0	4	2	2	0	0	0	2	0	1		
15	0	1	0	0	0	0	0	0	1	0		
16	0	0	0	0	1	0	1	0	0	0		
17	0	0	0	0	0	0	2	0	0	0		
18	0	0	0	0	1	0	0	0	0	0		
19	0	0	0	0	0	1	0	0	0	2		
20	0	0	0	0	0	0	0	0	0	0		
21	0	4	0	0	1	3	0	0	3	0		
22	0	0	1	0	0	0	0	0	0	2		
23	0	1	0	0	0	0	0	1	0	1		
24	0	1	0	0	3	0	1	0	2	1		
25	0	0	0	0	0	2	0	0	4	1		
26	1	0	1	0	0	1	0	0	1	0		
27	0	1	0	0	0	0	0	0	0	0		
28	0	1	0	0	0	0	0	0	0	0		
29	0	0	1	0	1	0	0	0	0	0		
30	0	0	0	1	0	0	0	0	0	3		
31	1	0	0	0	0	0	6	0	0			
Total	11	18	10	10	12	10	12	8	14	21	0	0

Out of State

	Jaunuary	February	March	April	May	June	July	August	Septembe	October	November	December
1	0	0	0	0	0	0	0	1	0	0		
2	0	0	0	0	0	0	0	1	0	0		
3	1	1	0	0	1	0	0	0	0	0		
4	0	0	0	0	0	0	0	0	0	0		
5	0	0	0	1	0	0	0	0	0	0		
6	0	0	0	1	0	0	0	0	1	0		
7	0	0	0	0	0	0	0	0	0	0		
8	0	0	0	0	0	0	1	0	0	0		
9	0	0	0	0	0	0	0	0	0	0		
10	0	0	0	0	0	0	0	0	0	0		
11	1	0	0	0	0	1	0	0	0	0		
12	0	0	0	0	0	0	0	0	0	0		
13	0	0	0	0	0	0	0	0	0	0		
14	0	0	1	0	0	0	0	0	0	0		
15	0	0	0	0	0	0	0	0	0	0		
16	0	0	0	0	1	0	1	0	0	0		
17	0	0	0	0	0	0	0	0	0	0		
18	0	0	0	0	0	0	0	0	0	0		
19	0	0	0	0	0	0	0	0	0	0		
20	0	0	0	0	0	0	0	0	0	0		
21	0	1	0	0	0	0	0	0	0	0		
22	0	0	0	0	0	0	0	0	0	1		
23	0	0	0	0	0	0	0	0	0	0		
24	0	0	0	0	0	0	0	0	2	1		
25	0	0	0	0	0	0	0	0	1	0		
26	0	0	0	0	0	0	0	0	0	0		
27	0	1	0	0	0	0	0	0	0	0		
28	0	0	0	0	0	0	0	0	0	0		
29	0	0	0	0	0	0	0	0	0	0		
30	0	0	0	0	0	0	0	0	0	2		
31	0	0	0	0	0	0	1	0	0			
Total	2	3	1	2	2	1	3	2	4	4	0	0

Total Past Holds: 126

24 out of 126 Past Holds are Out of State

Jan.	Feb.	March	April	May	June	July	August	September	October	November	December
1 Hoffmann, L	Adkins, Ma	Aaron, Reb	Clift, Janet	Fatool, Kirk	Babcock, La	Davis	Arnold, Sil	Council, Ch	Bushmann,		

Receives | Submissions | Past Hold | 2012 Stats | Archive Stats

Total Past Hold Date -

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Statistics Monthly

2012 ILL Statistics

	January	February	March	April	May	June	July	August	September	October	November	December
Requested	218	198	204	155	169	153	201	204	246			
Received	92	161	149	164	100	97	136	124	163	146		
In State	71	143	122	131	81	77	111	91	138	117		
Out of State	21	18	27	33	19	20	25	33	25	29		
Canceled	65	80	84	45	59	34	77	41	88	70		
Postage	$46.58	$44.90	$69.69	$69.12	$38.31	$51.21	$63.26	$80.25	$54.90	$66.50		
Lended	0	1	0	0	0	2	0	2	0	0		

	Totals
Requested	1748
Received	1332
In State	1082
Out of State	250
Canceled	643
Postage	$584.72

Statistics Yearly

Statistics for ILL

	January	February	March	April	May	June	July	August	September	October	November	December	Total
2012	218	198	204	155	169	153	201	204	246				1748
2011	305	253	237	235	222	229	205	246	236	191	237	154	2750
2010	230	264	310	253	197	292	341	295	257	272	281	238	3230
2009	258	232	295	274	199	261	286	259	299	276	252	242	3133
2008	226	158	184	158	175	177	221	176	243	242	194	205	2359
2007	148	92	94	139	122	159	108	136	113	121	129	98	1459
2006	171	119	162	161	89	184	118	124	126	137	103	91	1585
2005	117	136	170	141	109	125	121	168	122	106	85	103	1503
2004	122	116	138	121	101	124	114	116	145	119	98	104	1418
2003	142	100	115	88	58	44	113	103	104	77	49	77	1070
2002	NA	NA	NA	NA	NA	89	155	91	80	84	55	40	594

Streamlining at an Evergreen Library

Karen Walker, Clinton Public Library

What is Evergreen Indiana?

Consortium of 100 libraries across the state of Indiana.
Goal of Evergreen Indiana is resource sharing.
EI libraries share:

- Software
- Servers
- Patron records
- MARC records
- Library materials

Current service population: 948,000
3 million bibliographic records
8.3 million items
Hundreds of thousands of items transit each year
Consortium continues to grow

Patron-initiated holds replace traditional ILL

100 libraries sharing items as “branches” of the same system in OPAC.

Holds may be placed by library staff via the Staff Client or by patrons via the OPAC.

A patron may have up to 20 unfilled holds in the system at one time.

User group profile, circulation modifier, age protection and the pickup location designation may affect the ability of a patron to place a hold.

Four types of holds

Patron or staff:

Meta level

Title-level

Staff only:

Volume level

Copy level

How holds are filled

Items are captured to fill holds based on proximity.

The system seeks to minimize transit time by capturing the item and assigning it to the nearest patron on the hold list.

The nearest patron may not be person who has been on the hold list the longest.

The system will continue to seek to fill holds with other items.

Workflow at Clinton PL prior to Evergreen or IN-Share:

For ILL supplying:

Requests to satisfy through OCLC

Fax requests from non-OCLC libraries

For ILL borrowing: Staff searches OCLC on behalf of patrons

Both supplying and borrowing require recording, revising and filing of paper forms

Evergreen holds workflow:

Holds captured on check-in of returned items or “Holds to Pull” report and retrieval from shelf; transit slip printed

Patron notified by e-mail or phone

Item placed on local hold shelf or on transit cart/shelf to be prepared for express delivery

System provides daily transit lists to aid in tracking

ILL stats for Clinton PL prior to Evergreen Indiana:

2 years prior to Evergreen, average:

20 items loaned per month

17 items borrowed per month

Patrons may have been reluctant to make requests through staff

Often experienced long wait time to fill request from a particular library

Clinton PL patron response to Evergreen holds:

Over the past 2 years, as members of Evergreen, average transits:

93 items loaned per month

51 items borrowed per month

Express delivery schedule increased due to greater volume to fulfill requests more quickly for patrons.

In the last year, no ILL loans outside of Evergreen

Only 2 items borrowed through IN-Share

Summary – Evergreen Indiana holds efficiencies

- Changed use of staff time
  - From: Searching for items, recording ILL transactions
  - To: Dealing with deliveries to multiple locations; shipping manifests, etc.
- More frequent deliveries; but more items per delivery; ability of system to find closest available copy
- Increased use of collections
- Increased customer satisfaction ☺

Streamlining with Technology

Tina Baich, IUPUI University Library

Electronic delivery options

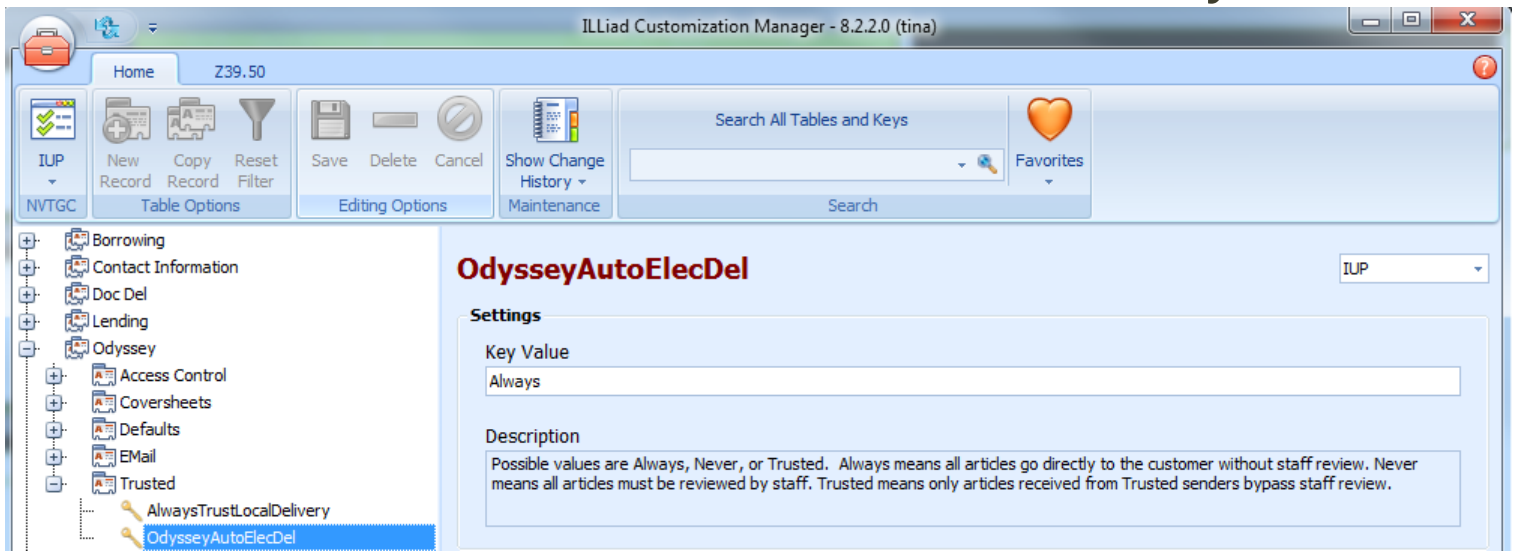
- Odyssey Standalone
  - Free scanning and electronic delivery software
  - Send to and receive from ILLiad and other Odyssey Standalone libraries
  - To Download: http://www.atlas-sys.com/odyssey/
  - FAQ: https://osu.illiad.oclc.org/illiad/osu/lending/odysseyfaq.html
  - Documentation: http://tinyurl.com/cua2u3q

Electronic delivery options

- Trusted Sender (Odyssey with ILLiad only)
  - Allows you to receive articles and deliver to customer without staff intervention.
  - Process:
    1. Lending library sends article to your ILLiad server.
    2. Item received and updated on OCLC
    3. Article converted to PDF and put on web
    4. Patron notified via Email

Trusted Sender

- Customization Manager:
  - Odyssey > Trusted > OydsseyAutoElecDel key
  - Possible Values: Never, Trusted, Always



Electronic delivery options

- OCLC Article Exchange
  - Secure alternative to emailing PDFs
  - Free sending with OCLC ILL subscription
  - Anyone can receive
  - "Drop" file on OCLC secure server, email borrower with URL & password for retrieval
  - Webinar: http://tinyurl.com/8zvaz7p
  - ILLiad Tutorial: http://tinyurl.com/9eeymru

Unmediated requesting

- OCLC Direct Request
  - Allow routine requests to be sent to OCLC without staff intervention
  - You decide parameters for outgoing requests
  - For more information, see Best Practices webinar on Direct Request

3 Options for Direct Request

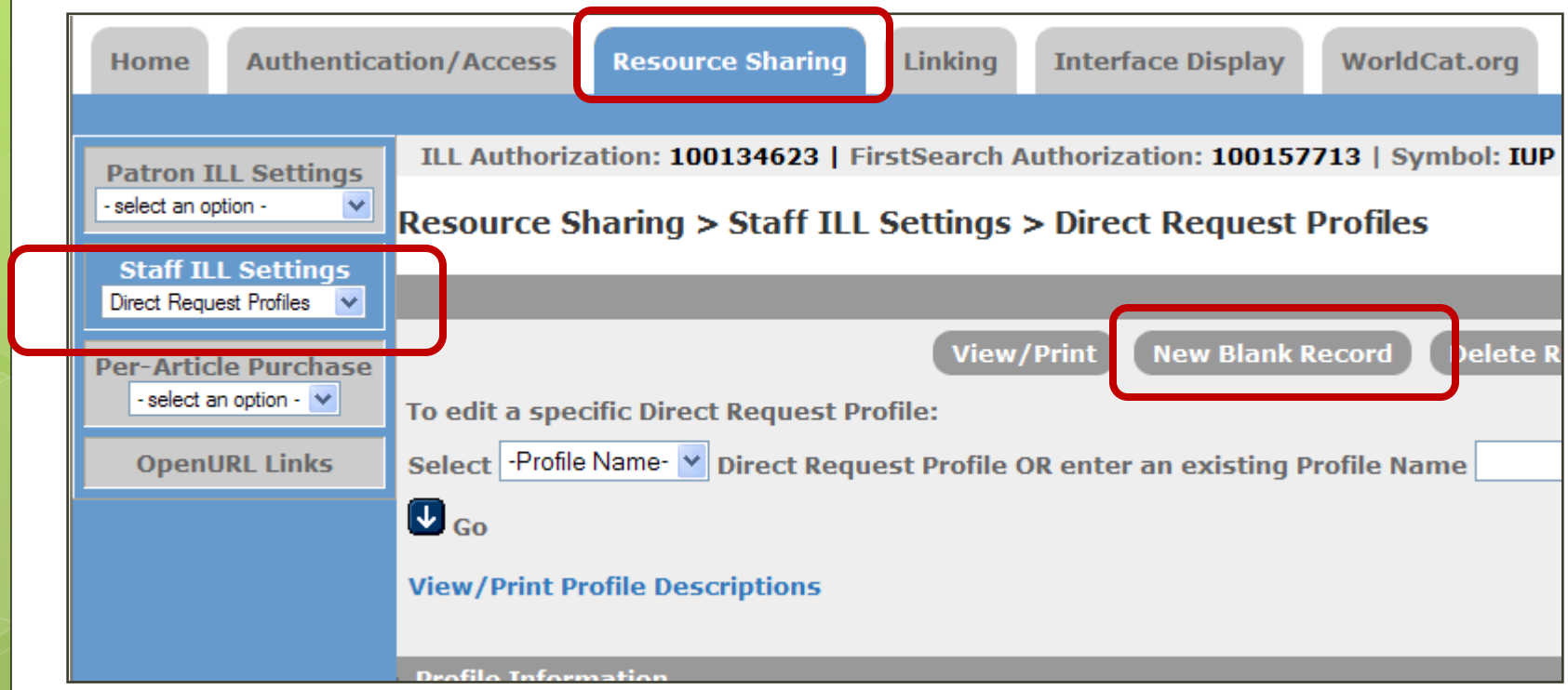
Request Options	Description
Direct-to-Profile	You define borrowing criteria using profiles that reside on the OCLC system. Once matched and processed, Direct-to-Profile processing can send requests directly to lenders or directly to your OCLC ILL Review File. Requests generated through FirstSearch are processed using this option.
Direct-to-Lender	Patron-generated ILL requests are forwarded directly to potential lenders through OCLC ILL using a lender string your system provides.
Direct-to-Review File	Your system sends patron-generated ILL requests directly to your OCLC ILL Review file. Your ILL staff can review or modify the requests, then produce them through your regular OCLC ILL workflow.

FSILL Direct-to-Profile in 5 steps!

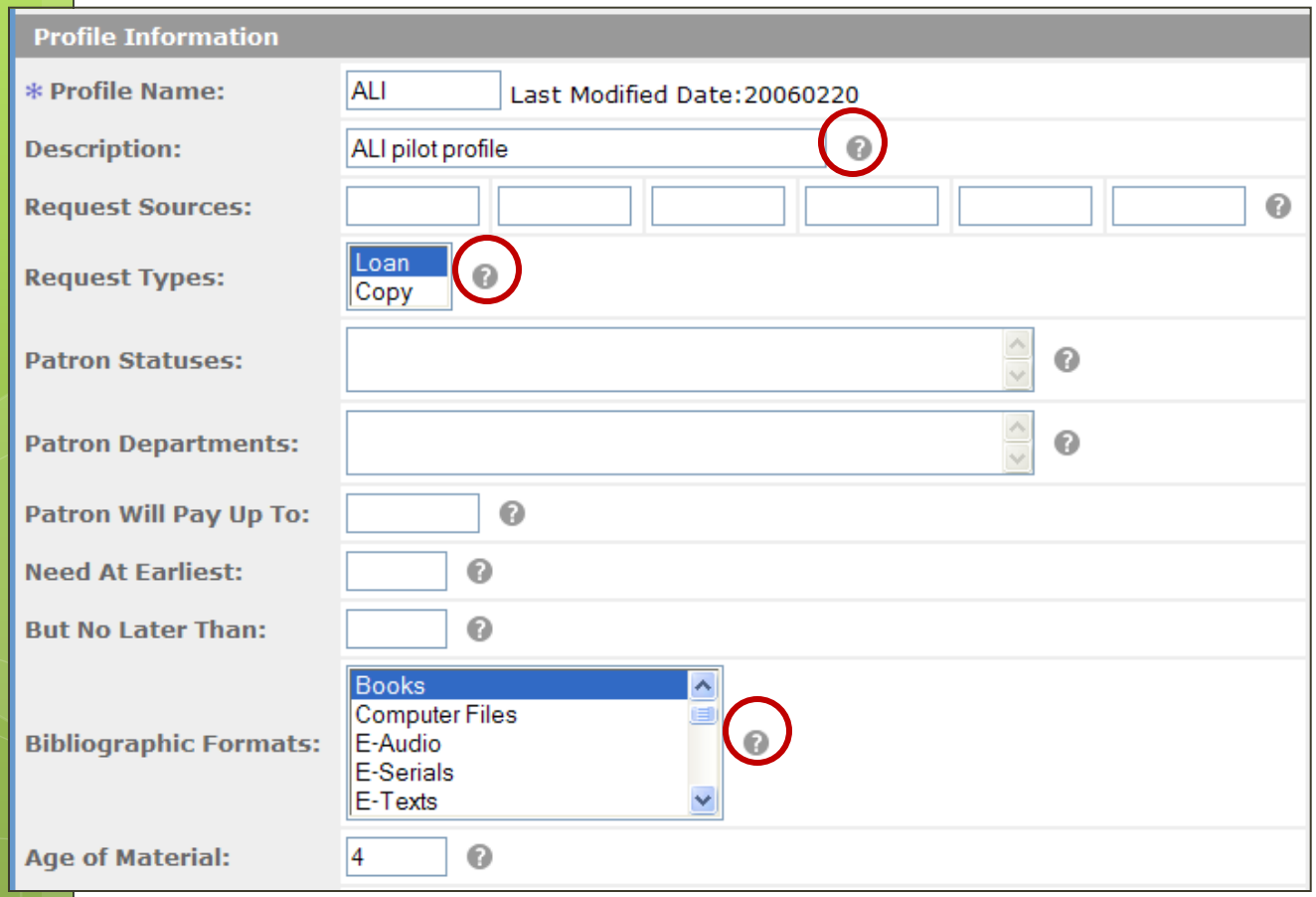
1. Check constant data records to be sure they contain data in fields **SHIP TO**, **MAXCOST**, **NeedBefore**
2. Create Custom Holdings Groups/Paths for preferred lenders
3. Create Direct Request Profiles
4. Enable ILL from FirstSearch Admin
   - Patron ILL Settings > ILL Processing > ILL Access
5. Set the ILL option to **ILL Direct Request Profile** for each database for which patrons may generate requests

For detailed instructions, see OCLC FirstSearch/ILL Direct Request Link Quick Reference

Creating the Direct Request Profile



Creating the Direct Request Profile



You decide the parameters:

- Format
- Age
- Language
- If held by you or other Custom Holdings Group

Age of Material:	4
But No Older Than:	150
Language	Arabic Bulgarian Chinese Danish Dutch English Finnish French German Greek

Route to Review File Options

If Potential Duplicate Request:	Yes
If Held By Your Institution:	Yes
If Held By Custom Holdings Group:	IUSYS

Additional Profile Options

Constant Data Record:	DEFAULT
Minimum Number in Lender String:	1
* Custom Holdings Path:	ALI
Produce The Request:	Yes
Prefers E article processing:	No — Note: E article processing requires Knowledge Base activation.

* indicates a required field

View/Print | New Blank Record | Delete Record | Save Changes

Unmediated requesting

- RapidILL
  - Resource sharing system for articles, and recently book chapters, designed by Colorado State University Libraries
  - Integrates with ILLiad, Clio, and Relais or works independent of an ILL management system
  - Auto processes requests with OCLC and/or ISxN number
  - 24 hour turnaround time commitment
  - RapidX electronic delivery system
  - For more information: RapidStaff@RapidILL.org

Choosing lenders

- OCLC Custom Holdings Groups
  - Record that contains the OCLC symbols of preferred lenders for a particular category of borrowing activities.
  - Analyze your lending preferences (i.e. Fee v. Free, Geographic Location) and plan your groups before beginning set up.
  - Require regular maintenance.
  - For more information, see Best Practices webinar on Custom Holdings

Creating Custom Holdings Groups

Usage Statistics | WorldCat Services | WorldCat Registry | WorldCat.org | Administrative Module | Policies Directory

WorldCat® Services
ADMINISTRATIVE MODULE

Search Help
Comments
Site Map
Print Your Settings
Exit

Home | Authentication/Access | Resource Sharing | Linking | Interface Display | WorldCat.org

Patron ILL Settings
- select an option -

Staff ILL Settings
Custom Holdings Groups

Per-Article Purchase
- select an option -

OpenURL Links

ILL Authorization: **100134623** | FirstSearch Authorization: **100157713** | Symbol: **IUP**

Resource Sharing > Staff ILL Settings > Custom Holdings Groups

View/Print | New Blank Record | Delete Record | Look Up Symbols | Save Changes

To edit a specific Custom Holdings Group:

Select -Group Name- Custom Holdings Group OR enter an existing Group Name

Go

View/Print Group Descriptions

General Record Information

*Group Name:

Group Description:

Choosing lenders

- OCLC Custom Holdings Paths
  - Record that contains the names of holdings groups appropriate to a set of requests. Within the holdings path record are listed holdings group records in order of borrowing preference.

Creating Custom Holdings Paths

Home | Authentication/Access | Resource Sharing | Linking | Interface Display

Patron ILL Settings
- select an option -

Staff ILL Settings
Custom Holdings Paths

OpenURL Links

ILL Authorization: **100134623** | FirstSearch Authorization: **100157713** | Symbol: **IUP**

Resource Sharing > Staff ILL Settings > Custom Holdings Paths

View/Print | New Blank Record | Delete Record | Save Changes

To edit a specific Custom Holdings Path:

Select COPY Custom Holdings Path OR enter an existing Path Name COPY

Go

View/Print Path Descriptions

General Record Information

*Path Name: COPY Last Modified Date:20110825

Path Description: path for ordering copies

Groups available to be included in the path:

ALITIER1.....libraries to use first for ALI pilo
ALITIER2.....libraires to use second for ALI
ALITIER3.....libraries to use last for ALI pilo
INACAD.....Indiana academic libraries with
INACAD1.....Indiana academic libraries with
INACAD5.....Academic Indiana Libraries wit
INDIANA.....Nonacademic Indiana Libraries
INDIANA1.....Nonacademic Indiana Librarie
INDIANA5.....Indiana nonacademic libraries
INDIANAN.....Nonacademic Indiana Librarie

Add | Remove

Groups chosen to be included in the path:

INODYSSY.....Indiana Libraries who use Odyssey
ODYSFREE.....Odyssey Lenders who are free
INARIEL.....Indiana Libraries with ARIEL
RECIPARL.....Reciprocal Academic Libraries who u
RAPIDILL.....Reciprocal libraries through RapidILL.
ODYSSFEE.....Odyssey Lenders who Charge
MWACNONA.....Midwest Academic Libraries Recipr
T1NONARL.....Tier 1 Academic Libraries, No Ariel,
T2NOARL.....Tier 2 Recip Agreements No Ariel
ARIELVIS.....LVIS Libraries (libraries very interestec

Up | Down

Other resources

- Baich, Tina. *The Secret World of the FirstSearch Administration Module*. OCLC World Cat Resource Sharing Best Practices Series Webinar, Online, February 16, 2012. Available at: http://tinyurl.com/74jlkbx

- Baich, Tina and Karen Janke. *Taming the Torrent: Top Ten Ways to Simplify Your ILLiad Workflow*. Co-presented with Karen Janke. OCLC ILLiad International Conference, Virginia Beach, VA, March 13-14, 2008. Available at: http://hdl.handle.net/1805/1730

- Baich, Tina and Karen Janke. *Taming the Torrent: Top Ten Ways to Simplify Your Resource Sharing Workflow*. Co-presented with Karen Janke. Midwest Interlibrary Loan Conference, Loras College, Dubuque, IA, April 11, 2008. Available at: http://hdl.handle.net/1805/2106

- Indiana State Library. Evergreen Indiana. http://www.in.gov/library/evergreen.htm. Accessed November 8, 2012.

- Indiana State Library. Indiana Share. http://www.in.gov/library/ishare.htm. Accessed November 12, 2012.

- Massie, Dennis. *Greening Interlibrary Loan Practices*. Report produced by OCLC Research, 2010. Available at: http://www.oclc.org/research/publications/library/2010/2010-07.pdf.

- OCLC. Recent Web Sessions and Recorded Presentations. http://www.oclc.org/resourcesharing/overview/websessions.htm. Accessed October 16, 2012.

Questions?

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